

Voicemail Instructions

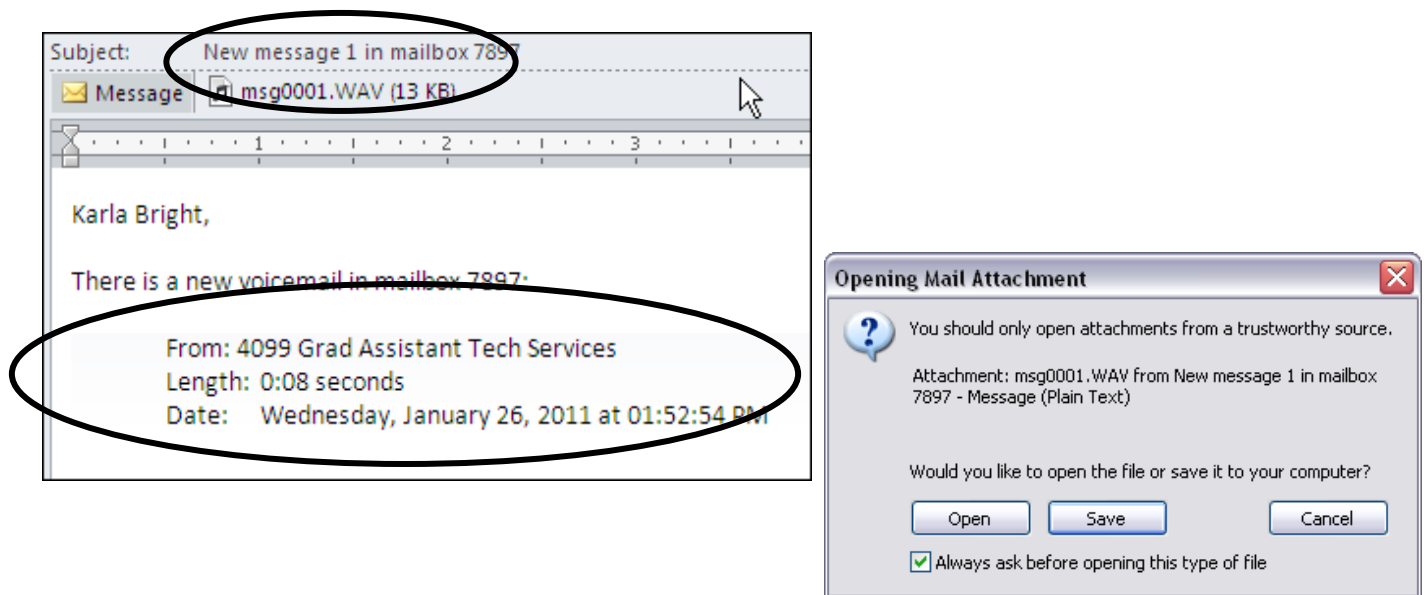
The new voicemail system will deliver your voicemail to your email inbox, allowing you to use Outlook to check both email and voicemail. This will make it much easier to save, organize, and forward voicemail messages.

How to listen to your voicemail messages in your Inbox

Voicemail messages will arrive in your Inbox labeled **Voicemail** as shown below



Once you open the email message you will see who the message is from, the phone number that it came from and the time of the call. The voicemail is attached as a .wav file. To listen to the message you double click on it and at the prompt choose **Open**. Your default media player will open and play the message.



Voicemail can still be retrieved on the phone instead of in your email. If after retrieving your voicemail via email you would rather retrieve it on your phone please email the helpdesk to request this change. Please send your request to: helpdesk@sbu.edu

- ✓ *If you choose not to use email for your voicemail, the message is only stored on your phone for 30 days, even if you move/store it in another voicemail folder.*

If you receive the voicemail messages in your email you can save it **FOREVER!!!**

Setting up your Unavailable Message or Out of the Office Message

★ Please wait until February 1st to reset your password and mailbox greetings

To set up your **unavailable message** click the **Messages** button on your phone > enter the default password (12345) followed by the # sign.

Please reset your password (We do not recommend using the default password)

Please listen to the prompts as the options have changed.

- **Press 0** to access the Mailbox Menu Options
 - **1** Record your unavailable message – basic greeting that plays when you are on the line or not at your desk.
 - **2** (record busy message) – **will not be used**
 - **3** Record your name – used when someone accesses the dial by name directory
 - **4** Record/ Manage your temporary message – **Use for Out of Office / On Vacation**
 - **overrides the unavailable message until deleted**
 - **1** Record your temporary message
 - **2** Erase your temporary message (going back to the unavailable message)
 - **5** Change your password
 - * Return to the main menu
- * Help
- # Exit
- After recording a message (incoming message/unavailable greeting, or name)
 - 1 - Accept
 - 2 - Review
 - 3 - Re-record

Notes:

- ✓ The temporary message is the one to use for out of office messages, if the temporary message is set it will override the unavailable message until you delete it.
- ✓ Access to the old voicemail will remain available until the end of February via the old 7800 extension
- ✓ To manage your voicemail when you are not in your office – dial extension 7899
- ✓ Dial directly into someone's voicemail box – dial *extension number
- ✓ Call forward – press the Transfer “soft button” on your phone, dial * extension, then press the Transfer “soft button” again – this will forward the caller directly to someone else's voicemail.

Retrieving your Voicemail on Your Phone

If you choose to receive your voicemail on your telephone, these are the menu options that you will hear when you playback your messages. Note: they are different than the last system.

Please remember to email the helpdesk if you wish to receive and retrieve your voicemail on your phone.



If you choose not to use email for your voicemail, the message is only stored on your phone for 30 days, even if you move/store it in another voicemail folder.

Press the **messages** button on your phone, at the prompt; enter your password followed by the pound sign #.

Basic Playback Menu options:

Press **1** for New Messages

3 Advanced options

1 Reply

3 Envelope (information about time of message, phone #, etc...)

4 Play previous message

5 Repeat current message

6 Play next message

7 Delete current message

8 Forward message to another mailbox

1 Use Voicemail number

9 Save message in a folder

0 Save in new Messages

1 Save in old Messages

2 Save in Work Messages

3 Save in Family Messages

4 Save in Friends Messages

* Help; during message playback: Rewind

Exit; during message playback: Skip forward

Press **2** to change folders

0 Switch to new Messages

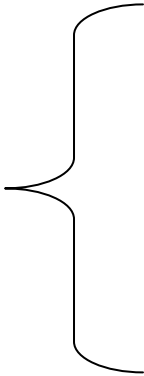
1 Switch to old Messages

2 Switch to Work Messages

3 Switch to Family Messages

4 Switch to Friends Messages

3 Advanced Options **not used**



Please remember messages are only stored for 30 days, regardless of the folder you put it in.